

AA37

REVIEW OF GRADE

Classification:	Academic Affairs
Responsible Authority:	Executive Director, Academic Operations and Planning
Executive Sponsor:	Senior Vice President, Academic
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PURPOSE

To provide learners the opportunity to request a review of a grade assigned which they consider has been unfairly evaluated as they progress throughout the term. This includes grades assigned throughout the academic term including the final course evaluation. The final, cumulative course grade is reviewable for mathematical error only.

SCOPE

This policy applies to all full-time and part-time learners.

DEFINITIONS

Word/Term	Definition
Academic Administrator	An Academic Administrator is a Program Chair, Academic Manager, Associate Chair, Dean, Testing Services Manager, or designated decision-maker
Academic Grade Reviewer	A professor with relevant subject matter expertise engaged in a formal grade review. Must not have assigned the original grade under review.
Academic Progression	A professor with relevant subject matter expertise engaged in a formal grade review. Must not have assigned the original grade under review.
ACSIS	Algonquin College Student Information System - Student Portal; this is the student web-based portal that reflects student status changes, such as encumbrances, made in the Student Information System.
Assessment	The process of gathering data to determine a learner's progression in a learning process and provide feedback.

Evaluation	A formal measurement of how a learner has demonstrated their achievement of the course learning requirements.
Final Grade	The evaluation of student performance ends with the assignment of final grades. Grades are earned by students and represent a measure of their achievement of the program and course learning requirements.
Grade	The judgement of a learner's demonstration of learning based on a numerical and/or/alphabetical scale
Learner	A learner is a prospective student; a lead or applicant; a registered student; a graduate; or an employee that is engaged in a learning activity with Algonquin College.
Professor	All teaching members with full time, other than full time or contract status.
Support Person	A support person may accompany a learner to a meeting at the learner's request to provide them emotional support, reassurance or accommodation assistance. They are not permitted to speak on behalf of the learner, nor to participate directly in the meeting.

POLICY

1. The College is accountable for the assessment and evaluation of learners' performance through the application of standards that guide assessment, evaluation and progression. Evaluation of learners' performance ends with the awarding of a final grade.
2. The College expects that the academic judgement made by the professors will be fair and equitable in assessing learners' performance against the required course learning outcomes.
3. There may be occasions when learners disagree with the grade they received on an evaluation or their final course grade. In such cases, learners have the right to request a grade review of an individual evaluation or a review of their final course grade for mathematical error only.
4. In order to request a grade review, the learners must have no outstanding debts or obligations to the College.
5. Under supervision, learners can have access to any graded work that has not been returned and/or to their final exam. They can consult that work for a reasonable length of time in order to understand the grade assigned or to prepare for a formal reassessment.
6. Grade review provides an opportunity for consideration of legitimate concerns such as a miscalculation of marks, deviation from the assessment procedures/marketing scheme described in the assessment instructions and rubric and, learner justifications for why they should receive a different grade on an evaluation.
7. Grade review is not to be used for sum of assessments in order to pass or meet a threshold for items such as Dean's List, eligibility for Co-op, etc. Where applicable, other

processes such as Evaluation & Progression, Failure Special Privilege (FSP), supplemental assessments are encouraged as options for resolution.

8. The onus is on the learner to provide specific facts and/or evidence to justify their concerns regarding the grading of the evaluation. Examples include but are not limited to:
 - an error in the application of the grading criteria (e.g. the professor's marking sheet refers to a point and the learner addressed the point but received no credit);
 - evidence of bias or unfair treatment (perceived unfair treatment of the learner by a professor in comparison to other learners within the course, e.g., where two learners provided an identical or very similar answer and were graded differently); or
 - evidence showing a clear and demonstrable error made in the evaluation of the learner's work.

It is not sufficient to only state that:

- an error or injustice has occurred;
 - the professor has not fully justified the grade to the learner's satisfaction;
 - the learner does not understand how the grade was determined; or
 - there is a discrepancy between the grade complained of and the learner's other grades (i.e., the grade received is significantly below all other grades received by the learner).
9. Grounds which are extraneous to the fairness of the evaluation itself are not relevant in the grade review process and should not be included in the learner's grade review application. Examples of irrelevant grounds include allegations such as:
 - the grade does not reflect the amount of work and/or effort the learner put into the course;
 - other learners who did less or similar effort received a better grade;
 - the learner tutored a colleague who received a better grade;
 - the grade impacts the learner's financial status, visa, study permit or work requirements;
 - a complaint against the professor or other staff member (refer to policies HR22 Respectful Workplace, SA03 Student Complaints);
 - Claims of discrimination or harassment (refer to policies HR22 Respectful Workplace, SA07 Code of Conduct, SA16 Sexual Assault/Sexual Violence).
 10. A formal grade review consists of the work of the grade in question being reviewed by another professor(s) with subject matter expertise. As a result of a formal review, the grade may remain the same, be raised or be lowered. The reassessed grade becomes the official grade. The revised grade is final and cannot be subsequently appealed.
 11. Since a grade review involves an objective review of the course work assigned to the learner to determine if the learner's course work is accurately marked, there are assignments that do not allow a reassessment, such as presentations or clinical performance. Disagreement with grades in these assessments may proceed directly to academic appeal if discussion with the professor and academic administrator does not

bring resolution. Learners must state “*Assignment that does not allow reassessment*” as grounds for an appeal under policy AA19 Academic Appeal.

12. If the grade review is not done or is not done in keeping with this policy, learners can request an appeal under policy AA19 Academic Appeal stating grounds as procedural error.

13. A learner may be assisted by a support person and should inform the academic administrator of the name and credential of the support person prior to any meeting the support person may attend.

PROCEDURE

	Action	Responsibility
1.	Informal Review Request	
1.1	Learner contacts professor to discuss grade within five (5) business days of receiving a grade for an evaluation or after final grade is released via ACSIS (date released is Day 0).	Learner
1.2	<p>Professor provides learner with an opportunity to give their perspective and any supporting evidence/documentation supporting their position via in-person meeting, virtually or in writing when necessary.</p> <p>As required, the learner may request assistance of the academic administrator to contact the professor. If necessary, the academic administrator may bring the professor and learner together in-person or virtually when necessary, to discuss and resolve the matter.</p> <p>Where the professor is no longer available, the academic administrator will provide alternative options for a review.</p>	<p>Professor</p> <p>Learner / Academic Administrator</p>
2.	Exploration of Informal Review Request	
2.1	<p>Professor reviews the concern and provides further clarification of grade, discusses with learner and makes changes to the grade, if applicable within five (5) business days of receiving the request and informs the learner of the results.</p> <p>As required, the professor may consult with the academic administrator for questions or concerns regarding how to proceed.</p>	Professor
2.2	<p>If the learner does not agree with the results of the informal review, the learner may proceed to a formal review (see Step 3).</p> <p>Note: Professor and learner must keep and provide evidence that the meeting with the professor occurred and the result of that meeting. This will be required to move to the formal review.</p>	Learner / Professor

3.	Formal Review Request	
3.1	<p>Learner submits a Formal Grade Review Request (Appendix 1) including detailed reasons as to why the original grade was inappropriate and any evidence such as course outline, weekly schedule, rubrics and course notes within five (5) days of receiving informal review results (date released is Day 0).</p> <p>A fee is charged per formal grade review requested. The fee will be refunded if the formal review request is granted and the grade is changed in the learner's favour.</p>	Learner
3.2	Academic administrator reviews the request to determine if there are sufficient grounds to proceed to a formal review.	Academic Administrator
3.3	<p>If the request for a formal review is denied, the academic administrator informs the learner, in writing, of the reasons.</p> <p>The learner has the right to appeal that decision under policy AA19 Academic Appeal within five (5) days of receipt of the decision, unless extenuating circumstances warrant an extension.</p>	Academic Administrator / Learner
4.	Formal Review	
4.1	If the request for a formal review is granted the academic administrator obtains from professor within three (3) business days, any further information which addresses the specific grounds for the review as stated by the learner such as: assessment instructions, rubric, course outline, learner's submitted evaluation in question and grade assigned.	Academic Administrator
4.2	<p>Academic administrator assigns an independent subject matter expert within five (5) business days to review the assessment instructions, rubric, course outline, other course materials as required and the learner's submitted assessment for an objective evaluation. If no other qualified academic grade reviewer is present in the College, another mechanism for review of the material will be arranged, including the use of an external assessor. In such cases, the timeline for the review may be extended.</p> <p>Note: Dependent on the reason for the review, a qualified person or review committee of three (3) qualified persons is selected by the academic administrator to perform a formal review: subject-matter expertise as determined by the academic administrator but is not the academic administrator.</p>	Academic Administrator
4.3	Conducts the review without consultation, notes or other feedback from the original evaluation and provides results to the academic administrator.	Academic Grade Reviewer

4.4	Academic administrator notifies the learner of the decision in writing, along with assessment and accompanying feedback from the reviewer, within five (5) business days.	Academic Administrator
4.5	Within five (5) business days, academic administrator documents final decision and notifies in writing the professor for any change(s) required within the learning management system, and other parties e.g. Registrar's office, as required for final grade changes.	Academic Administrator
4.6	Update transcript if the results of the review change the final grade and refund the fee if the change is in favour of the learner.	Registrar's Office
	NOTE: At the request of the learner(s) and/or College staff, the academic administrator may extend the timelines above, with notice to the learner and the professor/staff of the extended timeline where extenuating circumstances necessitate a further delay within due process. Number of days is business days: Monday to Friday, excluding statutory holidays and College closures.	

RELATED MATERIALS

[Formal Grade Review Form Request](#)

[Grade Review Navigation Map](#)

RELATED POLICIES

AA13 Assessment and Evaluation of Learning

AA14 Grading System

AA19 Academic Appeal

HR22 Respectful Workplace

SA03 Student Complaints

SA07 Student Conduct

SA16 Sexual Assault / Sexual Violence